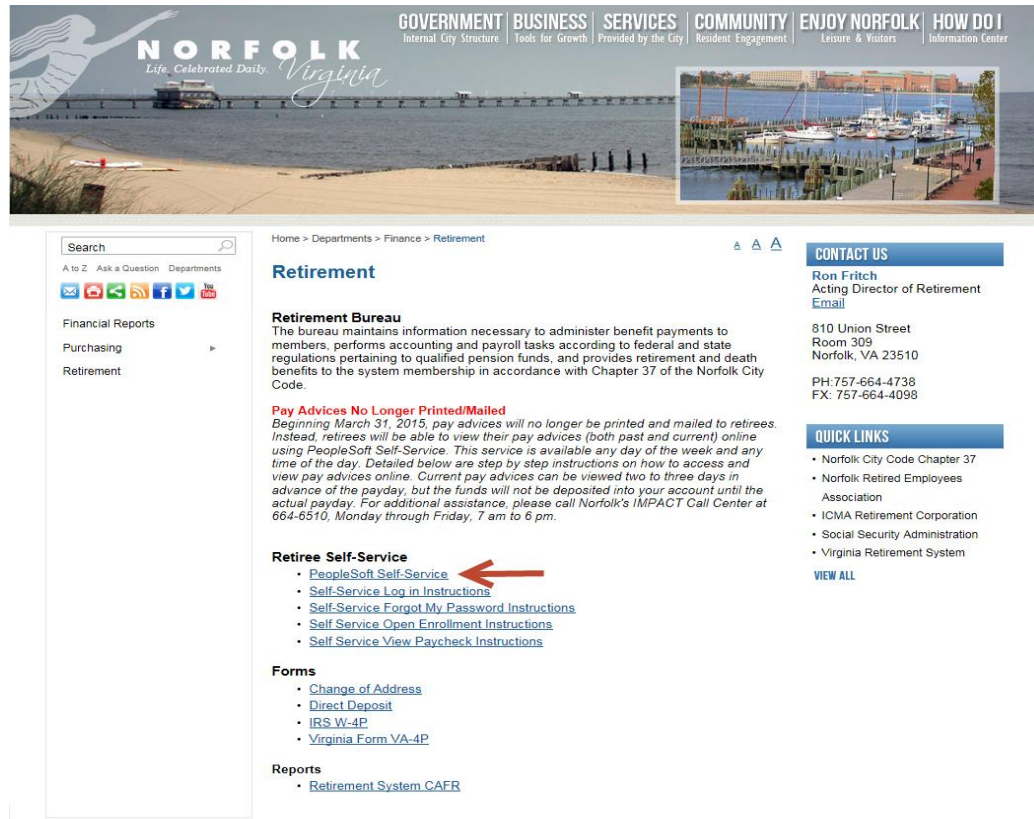


PeopleSoft Self-Service Forgot Your Password Instructions for City of Norfolk Retirees

1. Go to the City of Norfolk's web site: www.norfolk.gov/retirement
2. Click on PeopleSoft Self-Service hyperlink.



NORFOLK
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GOVERNMENT | BUSINESS | SERVICES | COMMUNITY | ENJOY NORFOLK | HOW DO I
Internal City Structure | Tools for Growth | Provided by the City | Resident Engagement | Leisure & Visitors | Information Center

Home > Departments > Finance > Retirement

Retirement

Retirement Bureau
The bureau maintains information necessary to administer benefit payments to members, performs accounting and payroll tasks according to federal and state regulations pertaining to qualified pension funds, and provides retirement and death benefits to the system membership in accordance with Chapter 37 of the Norfolk City Code.

Pay Advices No Longer Printed/Mailed
Beginning March 31, 2015, pay advices will no longer be printed and mailed to retirees. Instead, retirees will be able to view their pay advices (both past and current) online using PeopleSoft Self-Service. This service is available any day of the week and any time of the day. Detailed below are step by step instructions on how to access and view pay advices online. Current pay advices can be viewed two to three days in advance of the payday, but the funds will not be deposited into your account until the actual payday. For additional assistance, please call Norfolk's IMPACT Call Center at 664-6510, Monday through Friday, 7 am to 6 pm.

Retiree Self-Service

- [PeopleSoft Self-Service](#)
- [Self-Service Log in Instructions](#)
- [Self-Service Forgot My Password Instructions](#)
- [Self Service Open Enrollment Instructions](#)
- [Self Service View Paycheck Instructions](#)

Forms

- [Change of Address](#)
- [Direct Deposit](#)
- [IRS W-4P](#)
- [Virginia Form VA-4P](#)

Reports

- [Retirement System CAFR](#)

CONTACT US
Ron Fritch
Acting Director of Retirement
[Email](#)
810 Union Street
Room 309
Norfolk, VA 23510
PH: 757-664-4738
FX: 757-664-4098

QUICK LINKS

- Norfolk City Code Chapter 37
- Norfolk Retired Employees Association
- ICMA Retirement Corporation
- Social Security Administration
- Virginia Retirement System

[VIEW ALL](#)

PeopleSoft Self-Service Forgot Your Password Instructions for City of Norfolk Retirees

3. If you have forgotten your password, enter your User ID and Click “**Forgot your password?**” - Your User ID is your Retirement Employee ID and can be found on your paycheck/advice near your name. You will be directed to the page illustrated under #5.

ORACLE®
PEOPLESFT ENTERPRISE

User ID: 01234R
Password:
[Forgot your password?](#)

Select a Language:

English	Español
Dansk	Deutsch
Français	Français du Canada
Italiano	Magyar
Nederlands	Norsk
Polski	Português
Suomi	Svenska
Čeština	日本語
한국어	Русский
ไทย	简体中文
繁體中文	العربية

4. Enter your User ID again and Click Continue

Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID:

PeopleSoft Self-Service Forgot Your Password Instructions for City of Norfolk Retirees

5. You will get this message if you have not entered your email address or security question in PeopleSoft. Please call the City of Norfolk Help Desk at (757)-664-HELP (757-664-4357) for assistance. If you do not get this message, proceed to step 6.

Message

A new password can not be sent to user. (48,224)

The user has not setup or does not have 1) a system email address 2) a hint question and response for validation or 3) permission to have the password emailed. Please contact the security administrator.

OK

6. Enter your “Response” to the Question. Click “Email New Password”.

Forgot My Password

User ID: 01234R

Email ID: user.email@norfolk.gov

Please answer the following question below for user validation.

Question: What is the name of your pet?

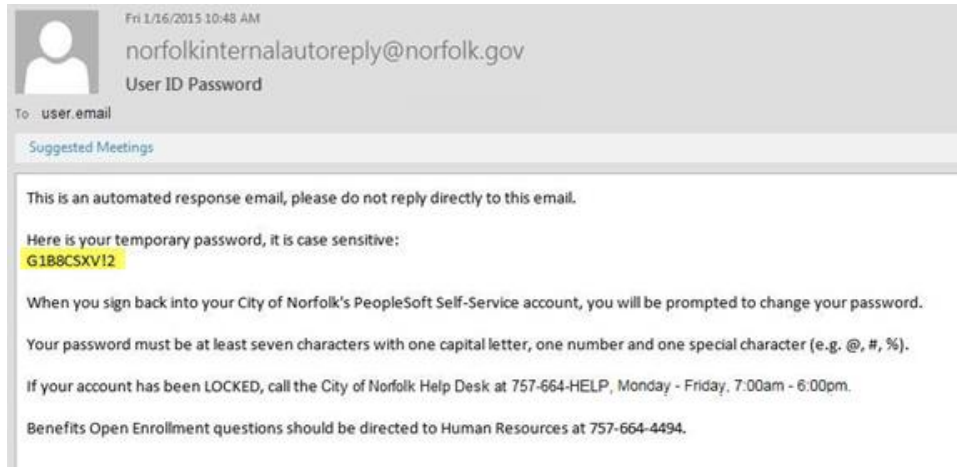
Response:

Email New Password

7. Click the “X” to close this session. Check your Email for a message from norfolkinternalautoreply@norfolk.gov for your new, temporary password.

PeopleSoft Self-Service Forgot Your Password Instructions for City of Norfolk Retirees

- The Email you are looking for should be titled similar to the e-mail below. Your new, temporary password will be in the Email. You may have to repeat steps 1 – 4 of this Guide if your previous session has ended.



- Once you are back to the Sign In Screen, **Enter your User ID and Password**. Use the new, temporary password sent to you in the Email and **Click Sign In**.

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<p>User ID: <input type="text" value="01234R"/></p> <p>Password: <input type="password"/></p> <p>Forgot your password?</p> <p><input type="button" value="Sign In"/></p>	<p>Select a Language:</p> <table><tr><td>English</td><td>Español</td></tr><tr><td>Dansk</td><td>Deutsch</td></tr><tr><td>Français</td><td>Français du Canada</td></tr><tr><td>Italiano</td><td>Magyar</td></tr><tr><td>Nederlands</td><td>Norsk</td></tr><tr><td>Polski</td><td>Português</td></tr><tr><td>Suomi</td><td>Svenska</td></tr><tr><td>Čeština</td><td>日本語</td></tr><tr><td>한국어</td><td>Русский</td></tr><tr><td>ไทย</td><td>简体中文</td></tr><tr><td>繁體中文</td><td>العربية</td></tr></table>	English	Español	Dansk	Deutsch	Français	Français du Canada	Italiano	Magyar	Nederlands	Norsk	Polski	Português	Suomi	Svenska	Čeština	日本語	한국어	Русский	ไทย	简体中文	繁體中文	العربية
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ไทย	简体中文																						
繁體中文	العربية																						

**PeopleSoft Self-Service Forgot Your Password Instructions
for City of Norfolk Retirees**

- 10.** Your new, temporary password is set to expire and must be changed the first time you log in with your new, temporary password. **Click the link “[Click here to change your password.](#)”**




Your password has expired.

[Click here to change your password.](#)

- 11.** Enter the new, temporary password from your Email into the “Current Password:”
- 12.** Enter a “New Password:” - Your new password must be at least seven characters with one capital letter, one number and one special character (i.e. @, # %, &). Remember your password is case sensitive.
- 13.** Re-enter your new password in “Confirm Password:”

PeopleSoft Self-Service Forgot Your Password Instructions
for City of Norfolk Retirees

14. Click “Change Password”



Change Password

User ID: 01234R

Description:

*Current Password:


*New Password:

*Confirm Password:

Change Password

Notify

15. Click “OK”



Password Saved

✓ Your password has successfully been changed.

OK

Congratulations! You have successfully changed your password!

16. Click Sign out in upper right-hand corner or continue and use Retirement Self-Service.